IT Customer Satisfaction Survey

VA Social Services System (VSSS)

Goal Three Steering Committee Briefing

Part 2 - VDSS Supplemental Analysis

November 2005

Executive Summary

The objective of this analysis was to conduct analysis to supplement the Gartner study in order to provide a more in-depth review of five major systems as well as input on eight minor systems.

VDSS performed supplemental analysis on:

- Five (5) major applications: ADAPT, APECS, OASIS, VACIS and VAMMIS
- Eight (8) minor applications: Data Warehouse, DOLPHIN, LASER, LETS, Local Agency Intranet, Interim Child Care System (ICCS), MedPend, and SVES

Major Systems additional findings:

- Overall ratings may be affected by application training, PC proficiency, and local automation.
- Regions, as well as management levels within a region, may rate applications significantly differently.
- Application satisfaction scores can be skewed by large numbers of users outside of the program area.

Minor System consistencies that are opportunities for improvement include:

- Need for training
- Better interfaces
- More user friendliness

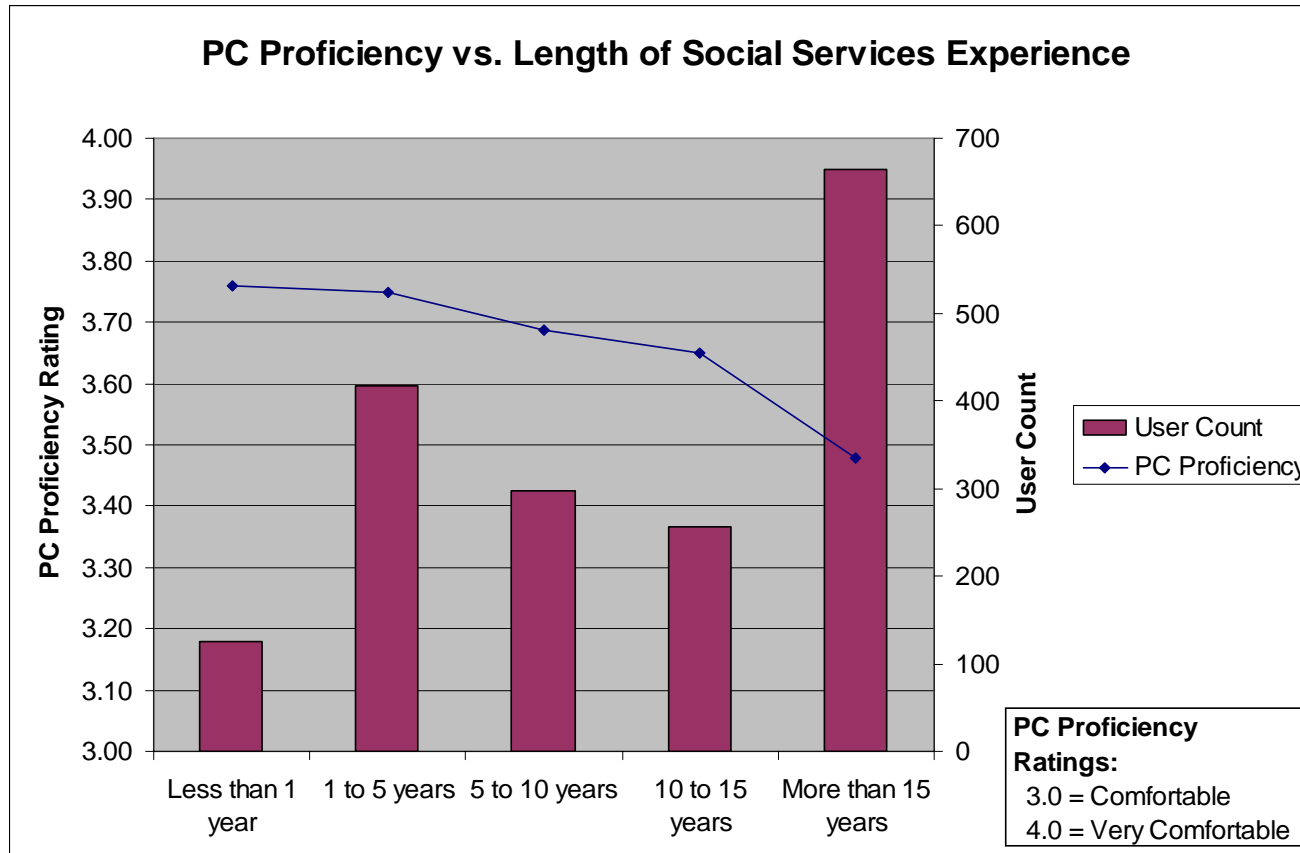# Summary – Supplemental Findings and Trends in Major Applications

Executives and operational managers generally rate all major systems lower than more frequent users. There also appears to be some variation in perception between executives and operational managers by region.

Overall Satisfaction Rating vs. Business Perspective by Application
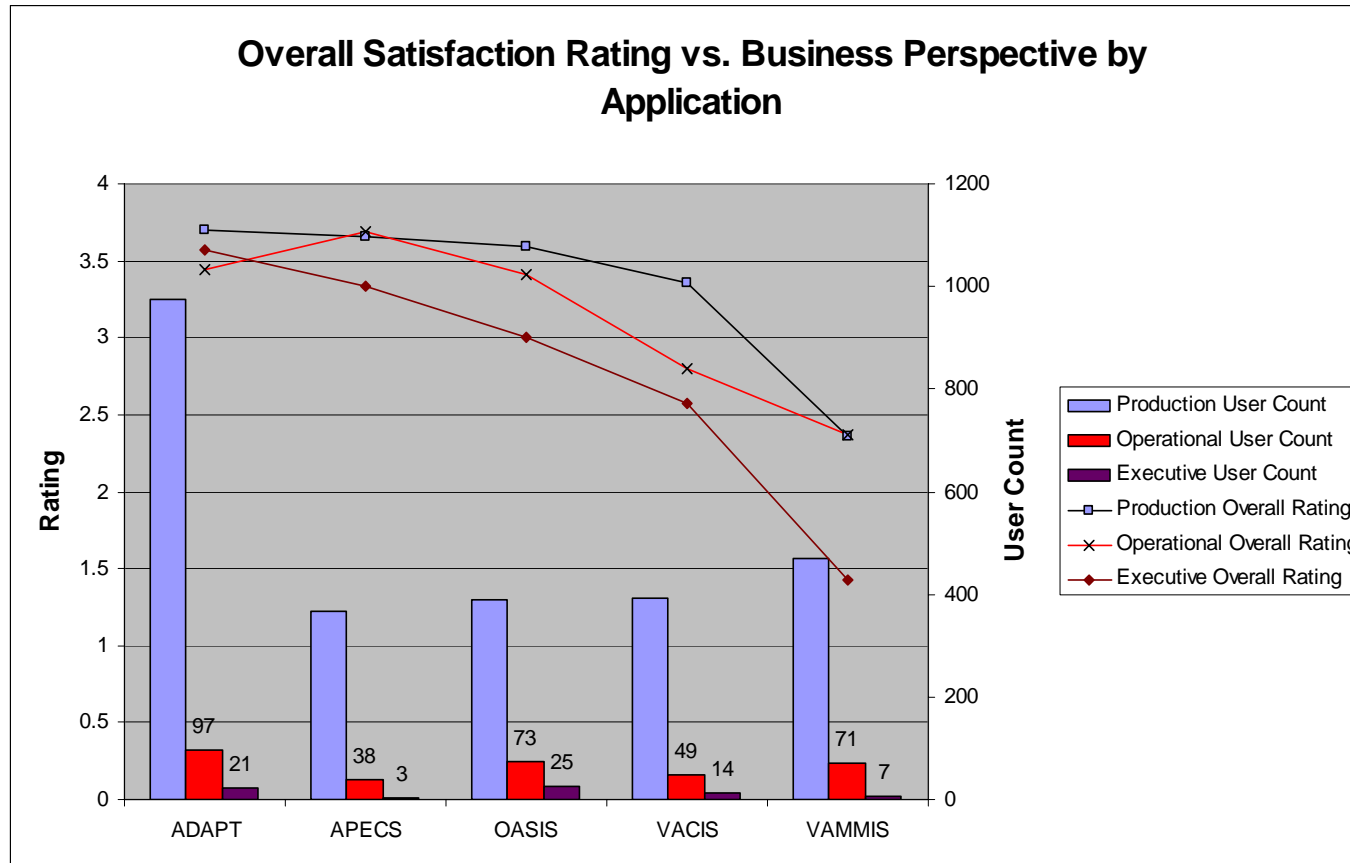
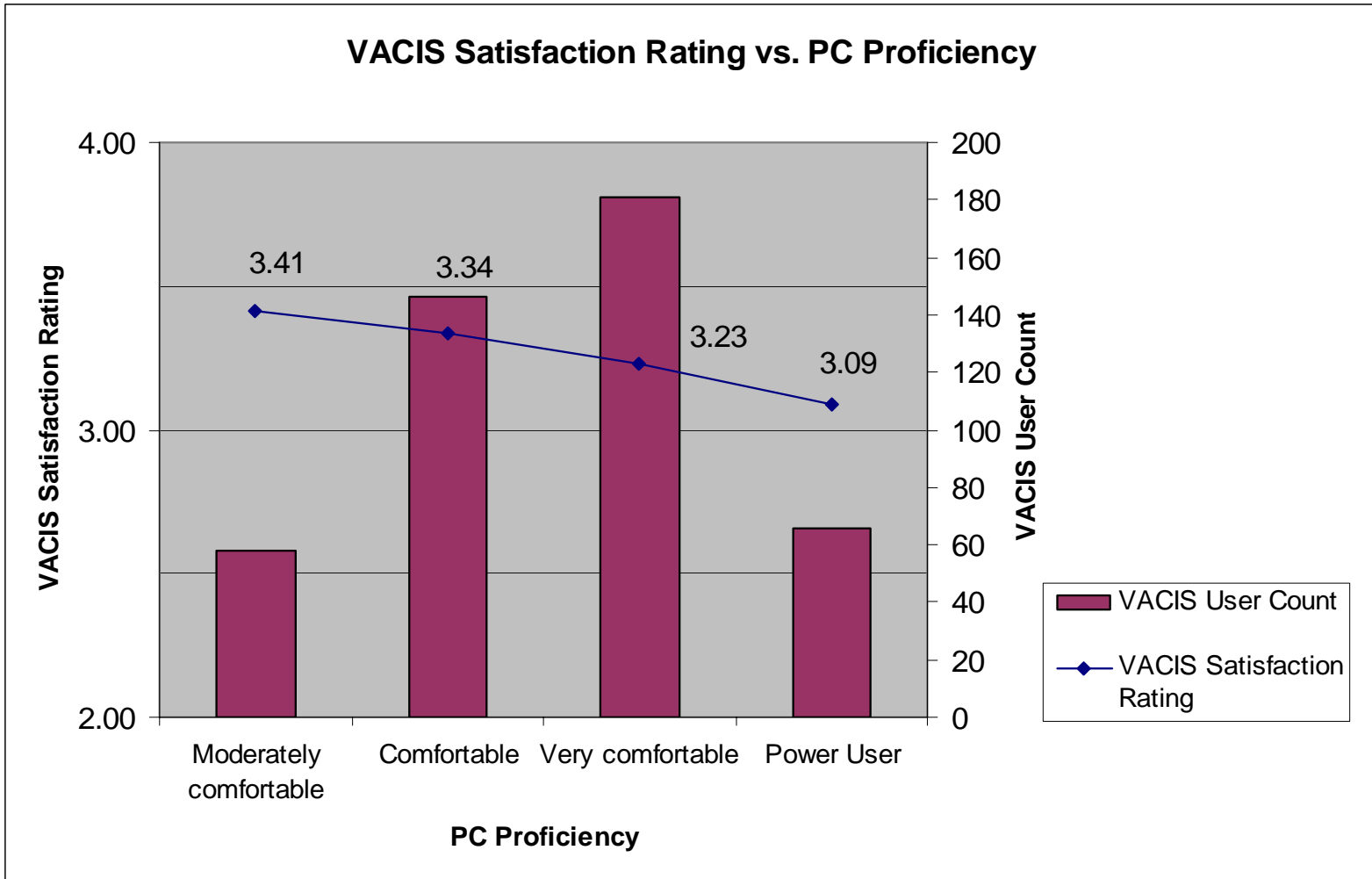# Summary – Supplemental Findings and Trends in Major Applications

User PC Proficiency appears to affect their rating of some applications, either positively or negatively.

- PC proficiency is fairly even across the regions
- On average, staff with longer social services experience rate their PC proficiency lower than those with less experience

PC Proficiency vs. Length of Social Services Experience

PC Proficiency Ratings:
3.0 = Comfortable
4.0 = Very Comfortable

Summary – Supplemental Findings and Trends in Major Applications

- Strong PC proficiency may be associated with a more negative perception. Users with strong PC skills may experience more frustration when their higher expectations of computer systems are not met.

VACIS Satisfaction Rating vs. PC Proficiency

Data labels: 3.41, 3.34, 3.23, 3.09

X-axis (PC Proficiency): Moderately comfortable, Comfortable, Very comfortable, Power User

Legend:
- VACIS User Count
- VACIS Satisfaction Rating

Summary – Supplemental Findings and Trends in Major Applications

Overall ratings vary significantly by job title. Users considered outside of a program area may influence the overall satisfaction rating for an application.

APECS Satisfaction Rating vs Job Title and PC Proficiency
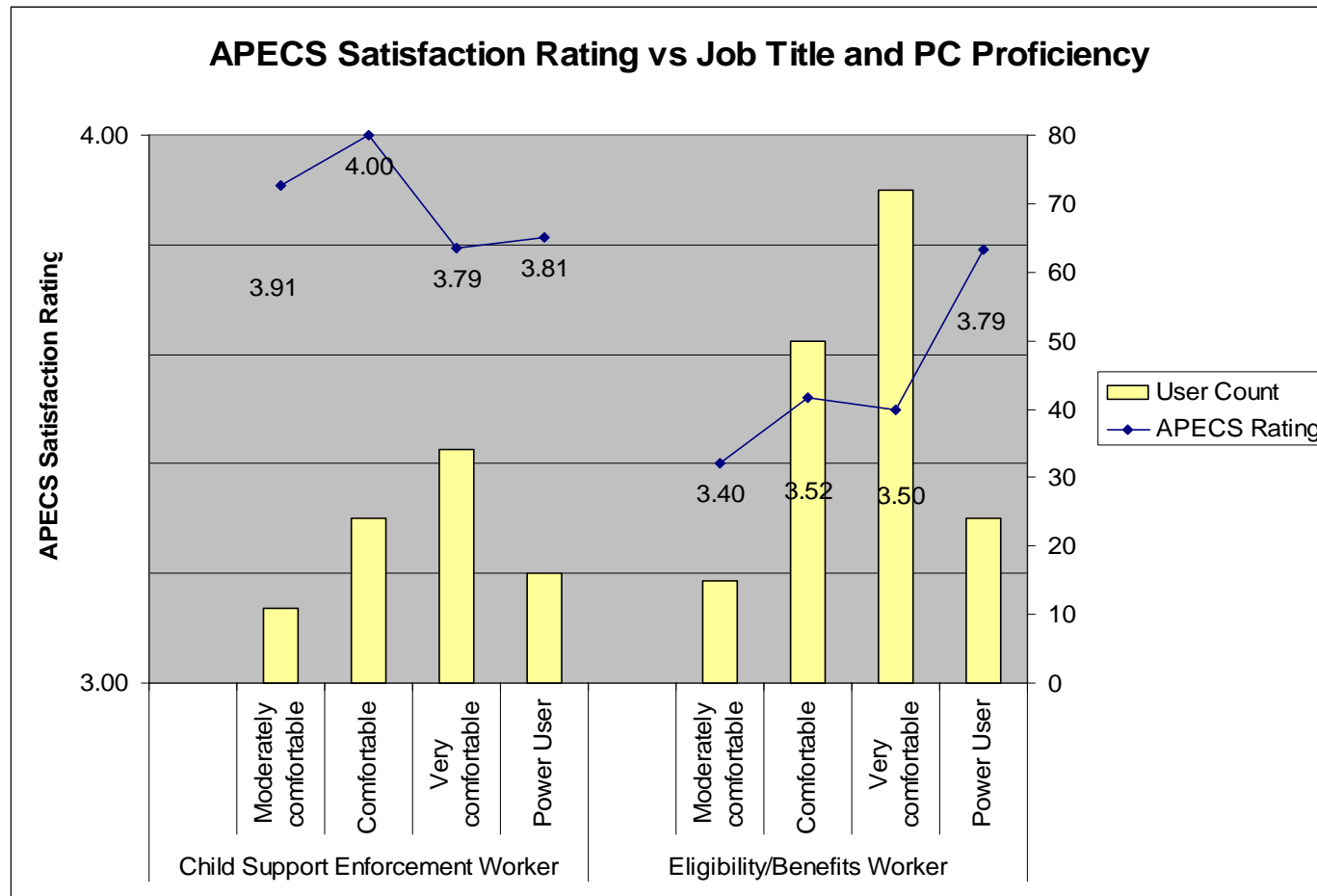
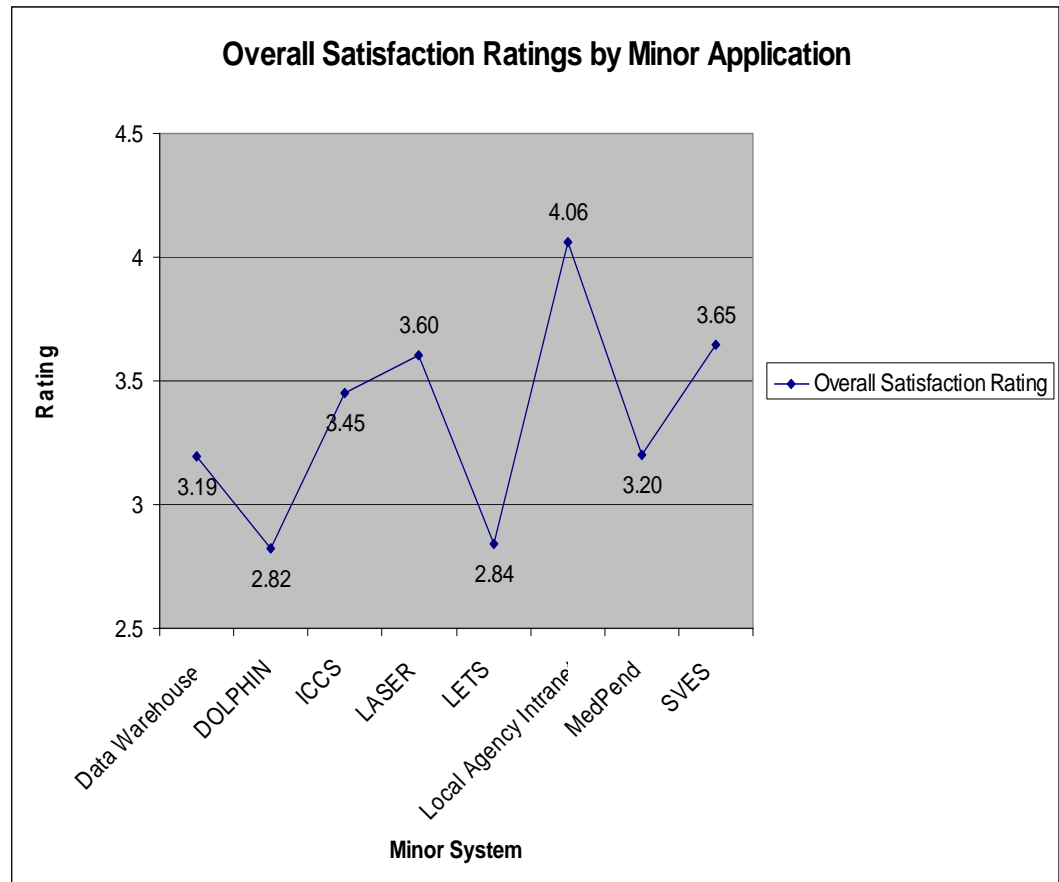# Summary – Supplemental Findings and Trends in Major Applications

Local automation systems can significantly affect user perception of state systems, either positively or negatively. These local applications appear to mostly affect specific job titles.

ADAPT Satisfaction Rating where Local Applications are Used (based on User Awareness of Local Application)
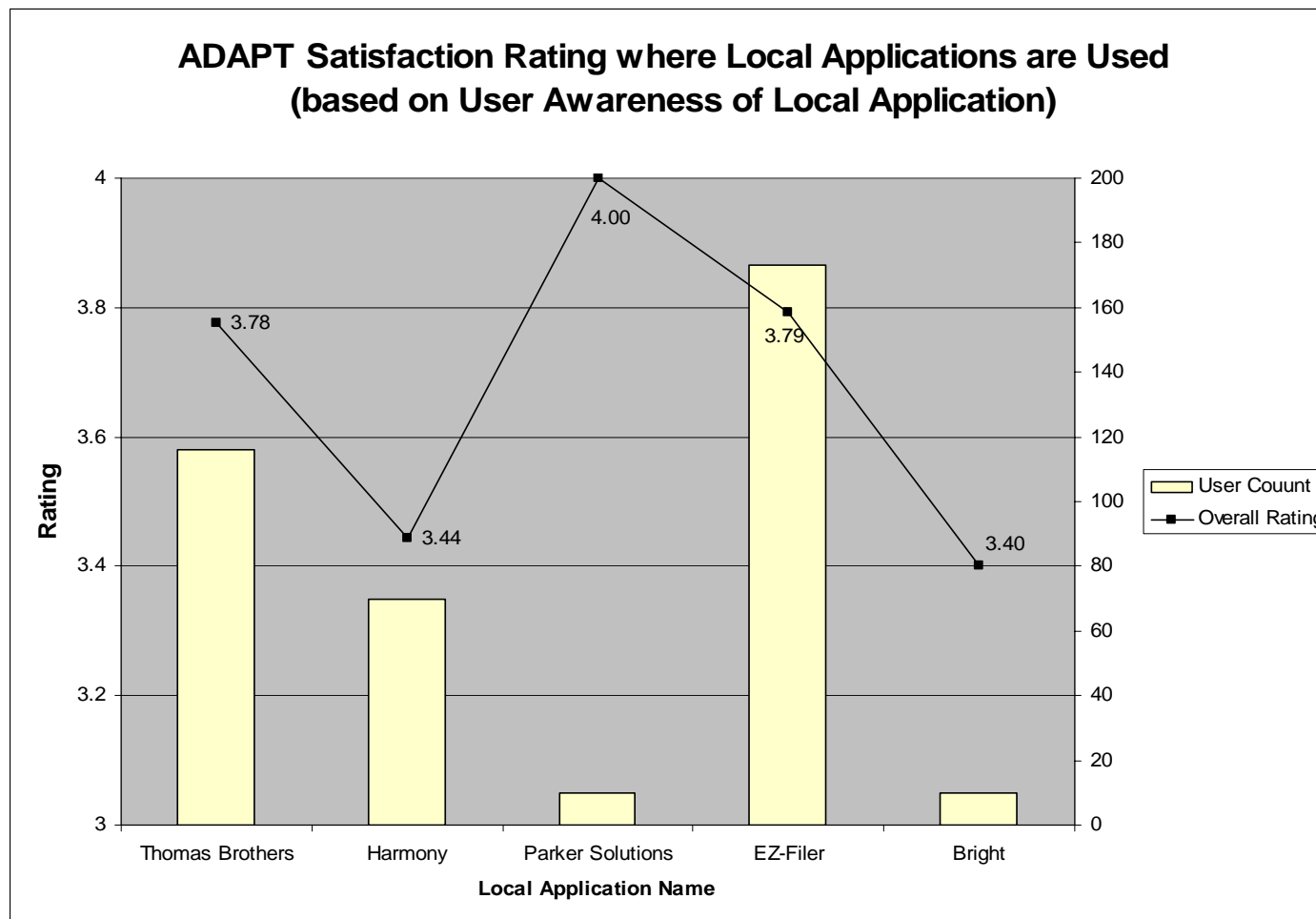
Summary – Supplemental Findings and Trends in Minor Applications

Minor Application General Findings:

- Local Agency Intranet is generally well rated. Typical responses were "I like it" or "don't change a thing."

- LETS and DOLPHIN have the lowest ratings although they are on newer technology. Ease of use and functionality are major concerns.

- Data Warehouse's rating is apparently driven by training issues and complexity. Based on comments, users seem generally optimistic about the application's future if adequate training and more data is available.
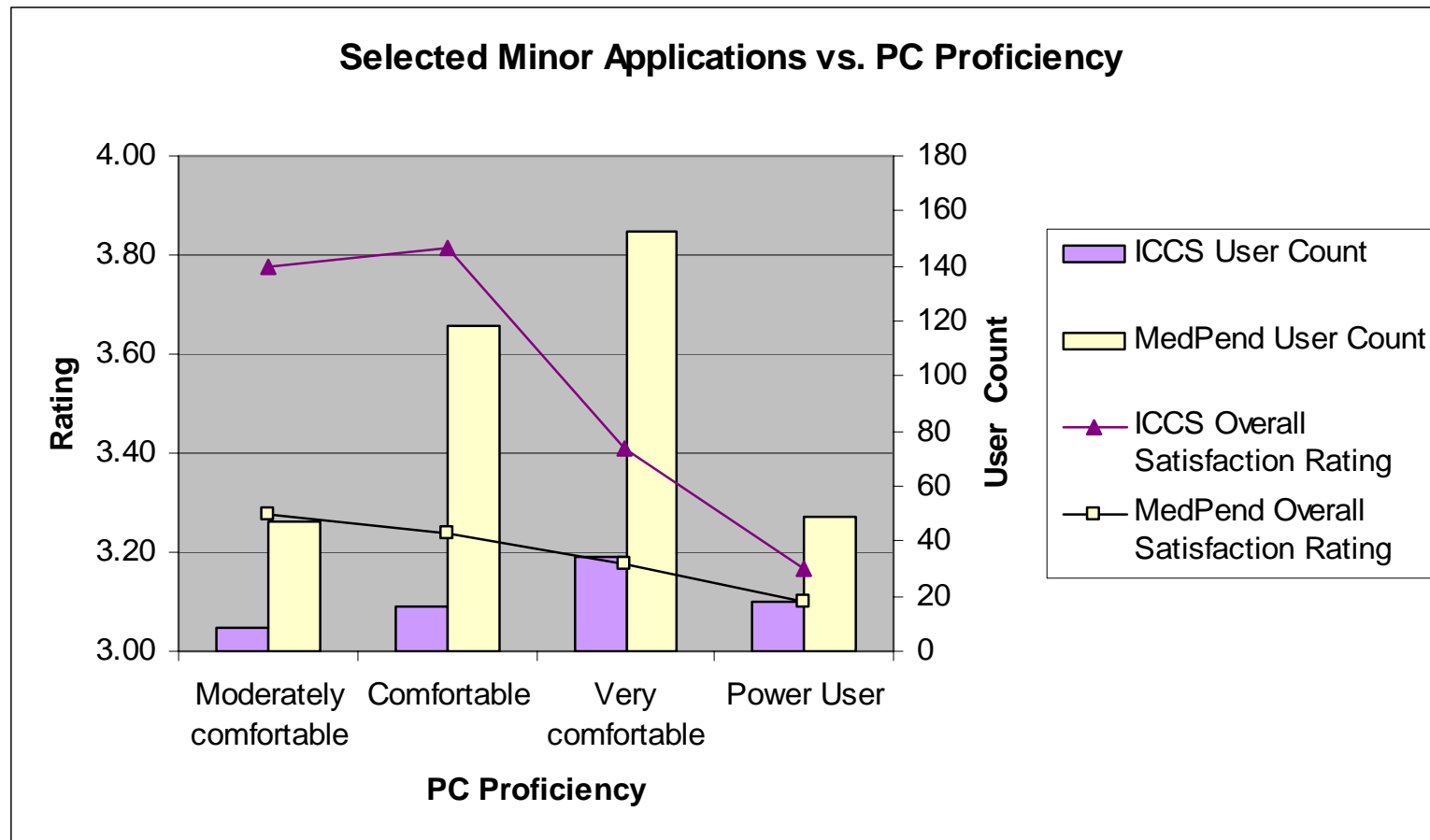

Overall Satisfaction Ratings by Minor Application

Data points (Rating vs. Minor System):
- Data Warehouse: 3.19
- DOLPHIN: 2.82
- ICCS: 3.45
- LASER: 3.60
- LETS: 2.84
- Local Agency Intranet: 4.06
- MedPend: 3.20
- SVES: 3.65

Legend: Overall Satisfaction Rating

Summary – Supplemental Findings and Trends in Minor Applications

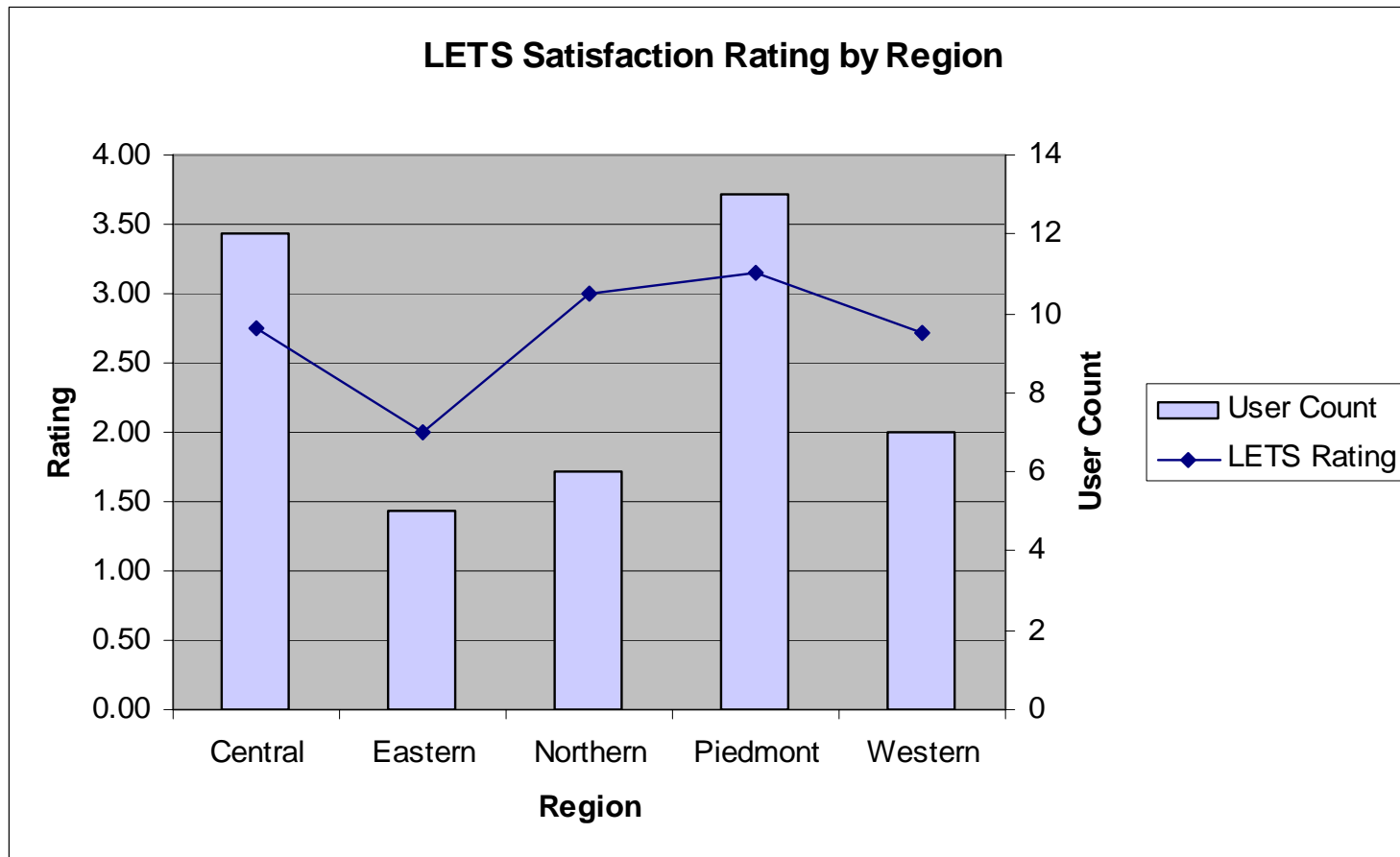Other Minor Application General Findings:

- PC proficiency is negatively related to the user satisfaction rating of some minor applications, for example Interim Child Care System (ICCS) and MedPend.

Selected Minor Applications vs. PC Proficiency

Summary – Supplemental Findings and Trends in Minor Applications

Other Minor Application General Findings:

- Regional differences in satisfaction ratings may exist for some minor applications.

LETS Satisfaction Rating by Region

Summary – Supplemental Findings and Trends in Minor Applications

Summary of Minor Application Most Prevalently Mentioned Needs:

- Data Warehouse
  - Training classes, plus need more comprehensive training (most common comment)
  - Improved data and report accuracy
  - Easier ability to get basic information without extensive knowledge
  - Desire for data from systems other than ADAPT

- DOLPHIN
  - Need to complete Letters and Reports
  - Better user friendliness; repetitious keystrokes and data entry

- LASER
  - Improved printing
  - More training
  - Improved ability to correct errors

Summary – Supplemental Findings and Trends in Minor Applications

- LETS
  - Improved user-friendliness
  - More extensive training
  - Improved error handling

- Local Agency Intranet
  - Improved error handling
  - Improved the search capability (most common suggestion)
  - Up-to-date information
  - Clearer navigation
  - Multiple passwords for Intranet use. 30-day expiration of passwords
  - Web page appearance
  - Easier way for localities and individuals to determine what is pertinent to them

Summary – Supplemental Findings and Trends in Minor Applications

- Interim Child Care System
  - Better interface with Laser
  - Better validating for balances
  - Reduced data entry

- MedPend
  - Better interface with ADAPT and VAMMIS
  - Improved caseload and worker reassignment abilities for localities
  - Training

- SVES
  - Same day turnaround for information (vast majority of comments)
  - Updated Code Book (second most common request)
  - More understandable code information on-screen
  - Put SVES in SPIDeR
  - Better interface with SSA/SSI (claim status, amounts, garnishments, etc.) and other systems

Recommendations for Improved Performance

First Steps

- Reviews should be performed with each of the program areas to share more in-depth findings and determine if additional analysis of survey data (other than comments) is required.
    - Specific regional differences, training, and/or local management needs may need to be examined.
    - Reasons for significant differences should be investigated and understood from a local perspective prior to new development since it may uncover previously unidentified business requirements.
- Program managers need to evaluate all the commentary associated with their specific applications to determine additional opportunities for improvement.
- Investigate the reasons for the impact of local automation by job title on customer satisfaction scores. This should be understood before developing local interfaces.
- Begin the establishment of IT customer satisfaction benchmarks using survey results to set goals and measures for improvement for VDSS (and possibly for VSSS).

Contacts

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